TOPIC	CONTACT	TYPE OF ACTION OR INFORMATION REQUEST
Administrative Functions	Office of Issuer & Portfolio Management 451 7 <sup>th</sup> Street SW, Room B-133 Washington, D.C. 20410-9000  Single Family Division (202) 708-1535 Multifamily Division (202) 708-2043	<ul> <li>Inquiries concerning mortgage-backed securities</li> <li>Submit application for commitment authority or pool numbers</li> <li>Request IPMS statements</li> <li>Submit questions about mortgage eligibility or pool or loan package issuance</li> <li>Submit requests to replace or purchase defective loans</li> <li>Submit requests to terminate pool</li> <li>Report change of Issuer's business status, name or address</li> <li>Submit requests for recertification extension</li> <li>Submit request for approval of pledge of servicing</li> <li>Request forbearance approval and submit notices of liquidation</li> <li>Request copies of pool advance agreement</li> <li>Submit certificates of insurance, notices of cancellation, notices of embezzlement</li> <li>Submit questions about net worth calculation</li> <li>Submit notices of adverse agency action</li> <li>Request approval of press release or advertising</li> <li>Submit notice of document inventory issues</li> <li>Submit remaining funds in P&amp;I account on termination</li> <li>Request transfers, to, from or between subservicers</li> </ul>
Applications (New Issuers)	New MBS Issuer Applications must be sent by <b>overnight delivery</b> to the following address:  Ginnie Mae Attn: Office of Enterprise Risk 550 12th Street SW, 3rd Floor Washington, DC 20024	Submit application for approval as an MBS Issuer

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Central Paying and Transfer Agent (Remaining Principal Balances)	Ginnie Mae Relationship Services ATTN: Remaining Principal Balances c/o The Bank of New York 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662 www.ginnienet.net	<ul> <li>Questions regarding reporting instructions</li> <li>Obtain information on reporting media</li> <li>Obtain RPB Report Identification Number</li> <li>Concerns regarding RPB reporting and/or RPB corrections</li> </ul>
Compliance Review Agent (Scheduling)	Ginnie Mae ATTN: Compliance Reviews c/o Deloitte & Touche LLP 1919 N. Lynn Street Arlington, VA 22209 Phone: (703) 310-2655 Fax: (866) 903-5388	Scheduling compliance review
Compliance Review Follow-up	Ginnie Mae ATTN: Compliance Reviews c/o Deloitte & Touche LLP 1919 N. Lynn Street Arlington, VA 22209 Phone: 703-310-2838	Send compliance review follow up information
Disaster Assistance	Ginnie Mae Sr. Vice President Office of Issuer & Portfolio Management ATTN: Disaster Assistance 451 7 <sup>th</sup> Street SW, Room B-133 Washington, D.C. 20410-9000 Phone: (202) 708-1535	Submit request for disaster assistance
Document Custodian	Ginnie Mae Sr. Vice President Office of Issuer & Portfolio Management 451 7 <sup>th</sup> Street SW, Room B-133 Washington, D.C. 20410-9000 Phone: (202) 708-1535	Submit requests for reinstatement as document custodian

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Employer Identification Number	Internal Revenue Service Center Entity Control Office  The appropriate IRS Service Center is based on state in which Issuer is located. (See Appendix III-8 for information on obtaining an EIN address.)	Request for employer identification numbers (EIN) for pools or loan packages
Ginnie Mae's Enterprise Portal (GMEP)	Ginnie Mae Relationship Services c/o The Bank of New York 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662 Option 1	<ul> <li>Requests for login and password</li> <li>Submit portal registration forms</li> <li>Questions regarding portal</li> </ul>
Ginnie <i>NET</i>	Ginnie NET Customer Service c/o The Bank of New York 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662 Option 1	<ul> <li>Ginnie NET software, hardware, and information</li> <li>Report monthly aggregate guaranty fee notification Submission of EDI Agreements and Enrollment Administrator and Ginnie NET Authorized Signatories forms</li> <li>ACH Debits</li> </ul>
Fidelity Bond and Errors &Omission Insurance Renewal	Ginnie Mae Financial Report Review Agent Special Projects Group 4201 Wilson Boulevard, #110-#368 Arlington, VA 22203	Submit Fidelity Bond and Errors & Omissions Insurance renewals via the Ginnie Mae Enterprise Portal
Payment to security holders	Ginnie Mae Relationship Services c/o The Bank of New York 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662 Option 1	<ul> <li>Questions regarding electronic reporting of form HUD 11714 information</li> <li>Concerns regarding payment to security holders</li> </ul>
Letters of Credit	Ginnie Mae Relationship Services ATTN: Letters of Credit c/o The Bank of New York 101 Barclay Street – 8 East New York, NY 10286	Submit Letters of Credit for pools past due for final certification or recertification

TOPIC	CONTACT	TYPE OF ACTION OR INFORMATION REQUEST
	Phone: 1-800-234-4662	
Lost Instrument Bond	Ginnie Mae Relationship Services c/o The Bank of New York 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662 Option 4	<ul> <li>Transfer advice questions</li> <li>Undelivered security holder payments, returned payments, and checks not presented</li> </ul>
Monthly Reporting Issuer Assistance (Issuer Support Group—RFS Monthly Report of Pool and Loan Data)	Ginnie Mae ATTN: Data Collection Agent c/o Deloitte & Touche, LLP 1919 N. Lynn Street Arlington, VA 22209 Phone: 1-888-446-6434	<ul> <li>Monthly RFS Reporting Problems</li> <li>Questions related to RFS testing</li> <li>Request assistance from Issuer Support Group</li> </ul>
New Pool Issuance	Ginnie Mae Relationship Services c/o The Bank of New York 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662	Submit corrected pool and loan package documents
Pool Processing Agent (Pool and loan package documents)	Ginnie Mae Relationship Services ATTN: Pool Processing Unit c/o The Bank of New York 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662	<ul> <li>Submission of pool and loan package documents, agreements and certifications</li> <li>Transmit or submit pool and loan package documents, including documents for immediate pool or loan package transfer</li> <li>Update and annual changes to the Resolution of Board of Directors and Certification of Authorized Signatures, form HUD 11702</li> <li>Request pre-programmed computer diskette for recertification extension request</li> <li>Submit Master Agreements for servicing, P&amp; I and escrow custodial accounts, and document custodian responsibilities</li> <li>Request to convert a Ginnie Mae I pool to a Ginnie Mae II pool</li> <li>Submit final certification and recertifications</li> <li>Submit requests for transfer of P&amp;I or escrow custodial accounts, document custodian responsibility, and servicing</li> </ul>

TOPIC	CONTACT	TYPE OF ACTION OR INFORMATION REQUEST
Pool Transfers	Ginnie Mae Relationship Services ATTN: Pool Transfer c/o The Bank of New York 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662	Requests for transfer of Issuer responsibility, including Pool Transfer System diskette
Quarterly Financial Reports	Mortgage Bankers Financial Reporting Form (MBFRF)  www.mbfrf.org via e-mail: administrator@mbfrf.org	<ul> <li>Submit quarterly financial reports via <a href="www.mbfrf.org">www.mbfrf.org</a></li> <li>Request information from <a href="mailto:administrator@mbfrf.org">administrator@mbfrf.org</a></li> </ul>
Review Agent (Annual Financial Reports)	Ginnie Mae - Special Projects Group 4201 Wilson Boulevard, #110-#368 Arlington, VA 22203	Submit annual financial reports electronically via Ginnie Mae's Enterprise Portal.
Securities (lost or transfers)	Ginnie Mae Customer Service c/o The Bank of New York 101 Barclay Street – 8 East New York, NY 10286 Phone: 1-800-234-4662 Option 4	<ul> <li>Issuance and transfer of certificated securities</li> <li>Lost, damaged, or stolen securities</li> </ul>
Securities (early pool terminations)	Ginnie Mae Office of Securities Operations 451-7 <sup>th</sup> Street SW, Room B-133 Washington, DC 20410 Phone: (202) 708-2884	Early pool terminations
Servicemember Civil Relief Act	Ginnie Mae ATTN: SCRA Reimbursement c/o Deloitte & Touche, LLP 1919 N. Lynn Street Arlington, VA 22209 Phone: 1-888-446-6434	<ul> <li>Submit SCRA mortgage eligibility information</li> <li>Submit Requests for Reimbursement</li> <li>Inquiries concerning SCRA requirements</li> </ul>
Transfers of Servicing(MERS)	Ginnie Mae Office of Securities Operations	Questions related to MERS transfers (TOB/TOS)

TOPIC	CONTACT	TYPE OF ACTION OR INFORMATION REQUEST
	451 7 <sup>th</sup> Street SW, Room B-133	
	Washington, D.C. 20410	
	Phone: (202) 708-2884	